

2021 Performance Oversight Questions
Department of Motor Vehicles

A. ORGANIZATION AND OPERATIONS

1. Please provide a complete, up-to-date **organizational chart** for the agency and each division within the agency, including the names and titles of all senior personnel. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

Response: See attached DMV FY2021 Organizational Chart (Attachment A) and information below outlining DMV divisions/programs.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Adjudication Services	N/A	Provides ticket processing, noticing, hearing, and hearing support services to residents and non-residents, in order to render legally sound decisions on parking, photo, and moving violations, and to ensure proper processing of violation and penalty payments for those infractions.
Adjudication Services	Hearings	Provides fair and equitable review of ticket and permit violations for respondents to resolve outstanding issues of liability.
Adjudication Services	Hearing Support	Provides intake, data review, records management, and administrative support functions to ensure accurate records and information to support adjudication hearings.
Adjudication Services	Ticket Processing	Provides and maintains processed ticket information in DMV's database, provides scheduled notification and information to residents and non-residents of the District of Columbia, and processes and tracks fines, penalties, and payments for tickets.
Vehicle Services	N/A	Provides certification and inspection services to residents, businesses, and government entities so they may legally park, drive, and sell their vehicles in the District of Columbia.
Vehicle Services	Inspections	Provides emission testing services for residents, commercial and for-hire vehicles to facilitate reduced auto emissions and to meet the requirements of the District's Air Quality Attainment State Implementation Plan.
Vehicle Services	Registrations	Provides legal certification services and documentation of vehicle ownership and authority to operate.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Vehicle Services	Registrations - Out of State Vehicles	Provides registration services for “for hire” vehicles whose owner is based outside of the District. Note this is an internal program with no FTEs.
Vehicle Services	International Registration Program	Provides for administration of the District of Columbia’s participation in the U.S. based plan, which allows for the distribution of registration fees for commercial motor vehicles traveling inter-jurisdictionally through member states and provinces. Registered fleets include vehicles greater than 26,000 pounds, traveling in more than one jurisdiction.
Driver Services	N/A	Provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so they may legally operate their vehicles.
Driver Services	Licensing	Provides driver certification and identification services to residents to ensure that they have the proper credentials to reflect identity, residence, and driving qualifications. There are four service centers and one road test location which provides all in-person licensing and registration services to customers.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicle databases and service functions. Note this is an internal program with no FTEs.
Technology Services	Ticket Information System	Provides for the operation of the adjudication ticket processing database and system. Note this is an internal program with no FTEs.
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes personnel, training, customer service, administrative services, legislative affairs, communications, performance management,

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
		facility management, and warehousing and inventory control.
Agency Management	Communications	Provides communication services to include media inquiries, customer correspondence, program communications and social media.
Agency Management	Personnel	Provides human resources support for DMV to assure operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Training	Provides training to assure professional development of DMV personnel and accurate and consistent delivery of DMV services by knowledgeable employees.
Agency Management	Property Management	Provides facility maintenance by the Department of General Services. Note this is an internal program with no FTEs.
Agency Management	Legal Services	Provides legal counsel to the agency as it relates to DMV regulations and legislation.
Agency Management	Language Access Act	Provides language interpretation and translation services. Note this is an internal program with no FTEs.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory, risk and integrity management and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services, using the Office of the Chief Financial Officer personnel, to DMV so the financial integrity of the District of Columbia is maintained.
Agency Financial Operations	Budget Operations	Works with program staff to develop, champion and manage the annual budget for the agency.
Agency Financial Operations	Accounting Operations	Ensures revenue is properly accounted for utilizing acceptable accounting rules.

- Please include a list of the employees (name and title) for each subdivision and the number of vacant, frozen, and filled positions. For vacant positions, please indicate how long the position has been vacant.

Response: See attached DMV FY2021 Position List. (Attachment B)

- Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Response: There were no changes to the organization made during the previous year.

2. Please list each **new program** implemented by the agency during FY 2020 and FY 2021, to date. For each initiative please provide:

- A description of the initiative, including when begun and when completed (or expected to be completed);
- The funding required to implement the initiative;
- Any documented results of the initiative.

Response:

Program 1: **Implement Self-Service Inspection Kiosk**
Description: Implement OBD Kiosk at Takoma Park, offering those residents the convenience of a self-service OBD testing option.
Status Update: This program was completed. On Friday, November 15, 2019 Mayor Muriel Bowser launched the District's first self-service kiosk that will allow District residents to perform their own vehicle emissions tests on a 24 hour, seven days a week basis. The Kiosk is located at the Takoma Recreation Center on 300 Van Buren Street, NW. The ATM-style kiosk includes touch screen technology, an integrated VIN bar code scanner, step-by-step audio support, and other user-friendly features.

Program 2: **Overhaul of the Insurance Verification System**
Description: Design and implement the overhaul of the Insurance Verification System.
Status Update: Phase 1 of 2 of the initiative was completed. DC DMV hosted and participated in JAD sessions and programming to enhance the Insurance Verification System. The insurance enhancements include DC Insurance Verification System web portal,

commercial reporting, SR22 inquiry, SR22 information update portal, insurance compliance inquiry, insurance compliance update module and program for electronic reporting (PIER).

Program 3:
Description:

Rollout DMV University

Implement a formal training program with a course catalog that will be available to management. The course catalog will also include the training courses offered by the Department of Human Resources.

Status Update:

By September 30, 2020, in collaboration with DC DMV subject matter experts as well as external subject matter experts, the agency expanded DMV University by adding more training modules, which DC DMV was able to do with Litmos, a learning management system. The classes added include, but are not limited to:

1. Conduent-e-TIMS-Basics for LIE's
2. Conduent-Advance e-TIMS for Managers & Supervisors
3. Leveraging Diversity & Strength
4. Office 365-Basic
5. Communicating Effectively
6. DC DMV Driver Manual
7. Excellence in Customer Service 1.0,
8. Human Trafficking Training & Certification
9. DMV Ethics Training
10. Driver Privacy Protection Act (DPPA)

Program 4:
Description:

Provide Annual Customer Service Training.

By May 30, 2020, train 95% of frontline employees on DMV specific customer service techniques.

Status Update:

Due to the public health emergency (PHC), DC DMV was unable to conduct the annual customer service training in-person during the months of March and April, as originally planned. To ensure that DC DMV employees still received the annual customer training, the agency pivoted, and made the training available online through Litmos, a learning management system. With the software license package that DC DMV has, only 155 employees can take the training in once month, enabling the majority of DC DMV employees to

complete the training by May 30, 2020, which was a new deadline established by the Director. The remaining staff took the training online in June, which totaled 99% of the front-line staff completing the training overall. The LMS has a cost of \$20,000.

Program 5: Take the Pledge

Description: On January 21, 2020, DMV integrated an optional public pledge on its website to encourage customers to “Slow down and Save a Life” based on the Mayor’s Vision Zero initiative. Customers had the option to skip the pledge offer and continue with their business.

Status Update: DMV successfully collaborated with OCTO to create the pledge and make it available on DMV’s website. Between January 21, 2020 and September 30, 2020, 5,287 visitors to DMV’s website took the pledge. The pledge was removed from DMV’s website on October 1, 2020. No funding was needed for this initiative.

3. Please provide a complete, up-to-date **position listing** for your agency, ordered by program and activity, and including the following information for each position:
- Title of position;
 - Name of employee or statement that the position is vacant, unfunded, or proposed;
 - Date employee began in position;
 - Salary and fringe benefits (separately), including the specific grade, series, and step of position;
 - Job status (continuing/term/temporary/contract);
 - Whether the position must be filled to comply with federal or local law.

Please note the date that the information was collected

Response: See attached DMV FY2021 Position List (Attachment B). The position list was updated on February 1, 2021.

4. Does the agency conduct annual **performance evaluations** of all of its employees, and was this done in FY 2020? Who conducts such evaluations? What are they performance measures by which employees are evaluated? What steps are taken to ensure that all agency employees are meeting individual job requirements? What steps are taken when an employee does not meet individual job requirements?

Response: SMART (Specific, Measurable, Achievable, Relevant and Time-Related) goals were established for all employees early in the performance year and entered into the PeopleSoft performance management system following review/agreement by the management chain. Goals for measuring/monitoring employee performance were included in the supervisors' goals. Employees' performance measures are mainly related to customer wait time, employee attendance, employee transaction time, and employee work habits. All supervisors meet regularly with employees and provide quantitative feedback on performance and coaching. If necessary, employees were placed on Performance Improvement Plans to further monitor performance and provide training/counseling/coaching. The end-of-year performance evaluations were reviewed and approved by the Administrators. All evaluations below a 3 (i.e., valued employee) were reviewed by the Director. For FY20, 100 percent of eligible employees received performance evaluations from their supervisor.

- Please list all **employees detailed** to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

Response: See table below.

Employee Name	Title	Reason for Detail	Detailed To	Date of Detail:	Projected Date of Return:	Actual Date of Return:	Detailed From
Julienne Metelus	Program Support Assistant	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Chanique Cash	Customer Service Representative	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Marisa Reid	Operations Specialist	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Deborah Johnson	Substitute Teacher	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Necole Williams	Program Support Assistant	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Halima Holiday	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT
Cassandra Smallword	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT
Marsha Mayo	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT
Tony Minor	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT
Brenda Terry	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT
Halima Holiday	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT
Abril Johnson	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT
George Mills	Training Specialist	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Carol Scurlock	Record Management Specialist	DMV HR Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Laverne Miller	Operations Specialist	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	OSSE
Sahida Tarawali	Driver License Examiner (Commercial)	Contact Tracker	DOH	6/15/2020	9/13/2020	9/15/2020	DMV
LaChelle Johnson-Britton	Lead Legal Instrument Examiner (DMV)	Contact Tracker (Reserves)	DOH	6/15/2020	9/13/2020	9/29/2020	DMV
Jerome Johnson	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	9/25/2020	DMV
Amanuel Gebregiyorgis	Paralegal Specialist	DMV Operational Support	DMV	9/29/2020	2/26/2021	10/7/2020	DFV
Dustin Williams	Program Analyst	DMV Operational Support	DMV	9/29/2020	2/26/2021	TBD	DFV
Clarissa Edwards	Customer Service Representative	DMV Operational Support	DMV	9/29/2020	2/26/2021	TBD	DFV
Lavangela Ward	Safety Technician	DMV Operational Support	DMV	9/1/2020	1/31/2021	TBD	DDOT

- Please provide the position name, organization unit to which it is assigned, and hourly rate of any **contract workers** in your agency, and the company from which they are contracted.

Response: See below.

Position Name: Parking Lot Attendant (3 part-time)

Organization Unit: Driver Services

Hourly Rate: \$17.97

Company: Rizeup Technologies

Position Name: Data Warehouse ETL Developer

Organizational Unit: DMV Office of Information Technology

Hourly Rate: \$87.54

Company: Computer Aid, Inc.

Position Name: Data Warehouse Dashboard Developer

Organizational Unit: DMV Office of Information Technology

Hourly Rate: \$87.54

Company: Computer Aid, Inc.

7. Please provide the Committee with:

- A list of all employees who receive cellphones or similar communications devices at agency expense.
- **Response:** Please see attached list (Attachment C)
 - ◆ Please provide the total cost for mobile communications and devices at the agency for FY 2020 and FY 2021 to date, including equipment and service plans.

Response:

FY20 Telecommunication costs: \$375,000

FY21 (as of Jan 20, 2021) Telecommunication costs: \$363,000

- A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.

Response: See table below.

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2018 TOYOTA COROLLA	OWN	IT	DC-12168
2018 TOYOTA COROLLA	OWN	Service Integrity	DC-12169

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2018 TOYOTA SIENNA	LEASE	Support Services	DC-11970
2018 CHEVROLET EXPRESS CARGO VAN	LEASE	Support Services	DC-12450
2018 FORD F-350	OWN	Inspection Station	DC-12236
2008 DODGE CARAVAN SE	OWN	IT	DC-5497
2014 DODGE CARAVAN	OWN	Support Services	DC-8804

- A list of employee bonuses or special award pay granted in FY 2020 and FY 2021, to date.

Response: DMV did not issue any employee bonuses or special awards in FY 2020 or FY 2021 to-date.

- A list of travel expenses, arranged by employee.

Response: See table below.

Name of Traveler	Position Title	Dates of Travel	Location	Purpose	DC Costs	Other Costs
FY20						
Gabriel Robinson	Director	October 9-12, 2019	New York, NY	Vision Zero Conference	\$2,129.16	
Joan Saleh	Driver Service Administrator	October 9-12, 2019	New York, NY	Vision Zero Conference	\$1,892.11	
Gabriel Robinson	Director	October 15-17, 2019	Newport, Rhode Island	AAMVA Region I Planning Meeting	\$1,017.98	\$1,017.98
Joan Saleh	Driver Service Administrator	October 15-17, 2019	Newport, Rhode Island	AAMVA Region I Planning Meeting	\$837.49	
Darnell Fountain	Vehicle Service Administrator	October 15-17, 2019	Newport, Rhode Island	AAMVA Region I Planning Meeting	\$921.54	
Marquis Miles	Management Analyst	November 4-5, 2019	Washington, DC	NAPHSIS Identity & Security Conference	\$506.76	
Marquis Miles	Management Analyst	November 18-20, 2019	Northampton, MA	Commercial Vehicle Safety Summit	\$714.53	

Marquis Miles	Management Analyst	December 3-4, 2019	Petersburg, VA	Federal Correctional Center - Re-Entry Service for DC Residents	\$126.72	
Joseph Davis	Hearing Examiner	March 17 - March 20, 2020	AAMVA Workshop & Law Institute	Orlando, FL	\$294.00	
Tracey Lee	Lead Legal Instrument Examiner	March 17 - March 20, 2020	AAMVA Workshop & Law Institute	Orlando, FL	\$280.00	
Denita Browner	Lead Legal Instrument Examiner	March 17 - March 20, 2020	AAMVA Workshop & Law Institute	Orlando, FL	\$280.00	
Christopher Dina	Management Analyst	March 17 - March 20, 2020	AAMVA Workshop & Law Institute	Orlando, FL	\$293.00	
Rakonda Cobb	Service Center Manager	April 2 - April 3, 2020	Leadership Development for Women (Virtual)	Arlington, VA	\$1,534.00	
James Edwards	Support Service Manager	15-Apr-20	Washington, DC	Front Desk Safety & Security (Virtual)	\$149.00	
Cordero Kimbrell	Supervisor	April 15 - April 20, 2020	Austin, TX	NFBPA 2020 Forum (Virtual)	\$1,154.00	
Jeanette Pinnix	Executive Assistant	July 17 - July 21, 2020	Lake Buena Vista, FL	International Association of Administrative Professionals Summit (Virtual)	\$1,407.00	
				Total FY20:	\$13,537.29	\$1,017.98
				Total FY21:	0.00	0.00

- A list of the total overtime and worker's compensation payments paid in FY 2020 and FY 2021, to date.

Response: See information below

Overtime

FY 2020 – \$ 389,936

FY 2021 (as of December 30) – \$ 80,175

Workman's Compensation Payments

FY 2020 – \$ 14,449.93

FY 2021 (as of January 27) – \$ 7,287.05

8. Please provide a list of each **collective bargaining agreement** that is currently in effect for agency employees.
- Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.

Response:

186 DMV employees are covered by the American Federation of Government Employees (AFGE) Local 1975. The working conditions agreement was rejected by the union membership. The agreement presently in effect expired September 30, 2020, but has been extended indefinitely.

One (1) employee covered by the American Federation of Government Employees (AFGE) Local 1403. The working condition agreement is effective until FY 2021.

All 187 employees are covered by the Compensation Agreement for Compensation Units 1 & 2 which is effective through FY 2021.

- Please provide, for each union, the union leader's name, title, and his or her contact information, including e-mail, phone, and address if available.

Response: See below union contact information.

Javier Soto, Trustee, AFGE Local 1975
(202) 777-3066
Javier.Soto@afge.org

Benjamin Bryant, AFGE Local 1403
441 4th Street, NW, 6th Floor
Washington, DC 20001
(202) 724-6652 (O)
(856) 651-8780
benjamin.bryant@dc.gov

Please note if the agency is currently in bargaining and its anticipated completion date.

Response: N/A

9. Please identify all **electronic databases** maintained by your agency, including the following:
- A detailed description of the information tracked within each system;

- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system;
- Whether the public can be granted access to all or part of each system.

Response: See table below.

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Destiny	Stores information on Driver License/ID & Registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transaction with the DMV	19 years	Pending upgrades include additional online and mobile customer transactions, Enhancements for RPP issuances, interlock ignition devices process, Mobile application upgrade to integrate with ticket system, and carryout efficient hearing process.
e-TIMS	Ticketing/ Adjudication	Authorized DMV Users	Public is allowed to verify their own information during transaction with the DMV and email ticket alert service	26 years	Based on the revised methodology, the earlier contemplated RFP needs revision to limit the scope of work to handle adjudication process functions only (no ticket issuance and other integrated process at the issuance stage). Business Process Re-Engineering for adjudication process is completed and RFI received from 3 bidders. Further steps to write and finalize the RFP are in progress
EnviorTech	Inspection Station Results	Authorized DMV Users	None	5 years	None
MIDS	Enhanced DL / ID digital picture system	Authorized DMV Users	None	7 years 3 months	None
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transaction with DMV	11.5 years	None
LMS	Employee Training System for tracking information	DMV Employees only	None	11.5 years	None

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
KTS	New knowledge testing system	DMV Employees only	None	5 years 9 months	None
ARTS	Appointment and Road Test System	DMV Employees and Customers	Customers can use the system to schedule the road test appointments	4 years 4 Months	None
DL/ID Mailing	DL/ID Card Mailing Status System	DMV Employees and Customers	Customers can verify if their Card was mailed	5 years 3 months	None
New Scanning system	In-house image database for scanned documents	DMV Employees only		3 years 4 Months	None
Nemo-Q	New Queuing system		Customer can verify the wait times using the system	3 years 10 months	None

10. Please describe the agency's procedures for investigating allegations of **sexual harassment** or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 2020 and FY 2021, to date, and whether and how those allegations were resolved.

Response:

- The agency complies with the process outlined in the Mayor's Order 2017-313 Sexual Harassment, dated December 18, 2017, in investigating allegations of sexual harassment or misconduct committed by or against its employees.
- FY2020: Two allegations were received in FY2020. They are as follows:
 - Allegation #1: An employee alleged that another employee made obscene comments regarding their physical attributes using offensive descriptive language. The allegation was investigated by the Sexual Harassment Officer and found to be unsubstantiated.
 - Allegation #2: An employee alleged that another employee made a sexually offensive statement and used homophobic slurs to verbally insult them. The allegation was investigated by the Sexual Harassment Officer and found to be unsubstantiated.
- FY 2021: No allegations have been received in FY 2021.

11. For any **boards or commissions** associated with your agency, please provide a chart listing the following for each member:

- The member's name;
- Confirmation date;
- Term expiration date;
- Whether the member is a District resident or not;
- Attendance at each meeting in FY 2020 and FY 2021, to date.
- Please also identify any vacancies.

Response: See table below.

Appeals Board	Emeka Chinagorom	Nadine Robinson	Wyndell Banks
	DMV Employee Member	Citizen Member	Attorney Member
Confirmation Date	April 1, 2019	June 22, 2009	October 20, 2014
Attendance FY19 (12 meetings)	100%	100%	100%
Attendance FY20(2 meetings)	100%	100%	100%
District Resident	Yes	Yes	No
Term Expiration	Not a term employee	January 28, 2021	October 15, 2020

12. Please list the **task forces and organizations**, including those inside the government such as interagency task forces, of which the agency is a member and any associated membership dues paid.

Response: DMV is a member of the following task forces and organizations:

- American Association of Motor Vehicle Administrators (AAMVA): AAMVA is a nonprofit organization developing model programs in motor vehicle administration, law enforcement, and highway safety. The association also serves as an information clearinghouse in these areas and acts as the international spokesman for these interests. AAMVA represents all jurisdictions in North America. The membership dues were \$5,214 for FY20.
- International Registration Plan, INC (IRP): The IRP's fundamental principle is to promote and encourage the fullest possible use of the highway system by providing apportioned payments of registration

fees, based on the total distance operated in participating jurisdictions. The membership dues were \$7,120 for FY20.

- **AAMVA Driver Standing Committee Group:** DMV's Driver Services Administrator is a member of this working group which will have the opportunity to influence policy, develop best practices, and make recommendations on the issues that are most important to jurisdictions as they work towards the AAMVA vision of safe drivers, safe vehicles, secure identities, saving lives. There is no membership fee.
- **AAMVA International Driver Examiner Certification (IDEC) Board:** DMV's CDL Service Center Manager is a member of this board established to improve the efficiency and effectiveness of examining personnel, upgrade the professionalism of examiners, and establish standards to assist jurisdictions in their examiner training programs. There is no membership fee.
- **Association of Ignition Interlock Program Administrators (AIIPA):** AAIPA is a nonprofit organization improving traffic safety through the development and promotion of best practices, enhancement of program management, and provision of technical assistance to the Ignition Interlock community. The association serves as the industry resource on legislation & policy, program operations, education/training, and technology related to ignition interlock devices. The membership dues were \$350 for FY20.
- **Vision Zero Working Group:** Vision Zero is a part of Mayor Bowser's response to the US Department of Transportation's Mayors' Challenge for Safer People and Safer Streets, which aims to improve pedestrian and bicycle transportation safety by showcasing effective local actions, empowering local leaders to act, and promoting partnerships to advance pedestrian and bicycle safety. There is no membership fee.
- **AAMVA International Board of Directors:** The American Association of Motor Vehicle Administrators (AAMVA) is a tax-exempt, nonprofit organization developing model programs in motor vehicle administration, law enforcement and highway safety. The association also serves as an information clearinghouse in these areas, and acts as the international spokesman for these interests. Direction and leadership for AAMVA begins with the Board of Directors. The decisions of the board, which holds meetings throughout the year, are executed by the AAMVA President and CEO along with AAMVA staff.

The DC DMV Director currently serves on AAMVA's International Board of Directors. There is no fee associated with this role.

- **Autonomous Vehicles Group:** The District has created a working group related to automated safety technology, such as autonomous vehicles, which is directed by the Deputy Mayor for Operations and Infrastructure. The group ensures all relevant District agencies and Council work together to formulate a cohesive legislative and regulatory framework for the arrival of autonomous or self-driving vehicles with clear lines of communication be clearly established. There is no membership fee.

13. What has the agency done in the past year to make the activities of the agency more **transparent** to the public?

Response: Most DMV policies, procedures and regulatory requirements are available on our website at dmv.dc.gov, which is updated regularly to provide the public with the latest information and updates. During FY20, we continued to communicate with the public about critical information, including operational changes related to the public health emergency, via social media, live web chats, press releases, emails, phone calls, monthly e-newsletters, and GovDelivery E-Blast notices. Prior to the public health emergency, DC DMV leadership attended several ANC and community meetings where we spoke to residents about current initiatives and REAL ID, helping them to better understand what documents are needed to obtain a REAL ID driver license or identification card. Specifically, DMV provided representation at the following community meetings in FY20:

FY20 ANC/Community Meetings (7)

- November 12, 2019 - Ward 8 PSA 702 Community Meeting
- November 14, 2019 - Ward 4 Mini Commission on Aging Community Meeting
- January 6, 2020 - ANC 4B06 Constituent Meeting
- February 14, 2020 – ANC 4C07 Constituent Meeting
- March 4, 2020 – ANC 2F Constituent Meeting
- March 9, 2020 – ANC 7C05 Constituent Meeting
- March 10, 2020 – ANC 6B Constituent Meeting

Following the Mayor's announcement of the public health emergency on March 11, 2020, DC DMV has provided additional virtual updates to the public, primarily focused on changes to the agency's operational status from Phase 0 through Phase 2 of the District's reopening plan.

Thus far in FY21, DMV has provided virtual operational updates at the following public forums:

Committee on Transportation and the Environment

- October 5, 2020 – “Public Roundtable on the District Department of Motor Vehicles Appointment Backlog”

FY21 Virtual ANC/Community Meetings:

- November 10, 2020 – ANC 6B03 Constituent Meeting
- January 21, 2021 – ANC 7B Constituent Meeting
- January 28, 2021 – ANC 8D Constituent Meeting
- February 2, 2021 – ANC 8A01 Constituent Meeting

Additionally, the agency’s FY20 Performance Accountability Report and FY21 Performance Plan are available on the City Administrator’s website.

14. How does the agency solicit **feedback** from customers? Please describe.

Response: DMV solicits customer feedback through customer surveys, DMVgrade.dc.gov, Twitter, Facebook, ANC and community meetings and listservs, live web chats, its website, “Ask the Director,” dmv@dc.gov, GovDelivery E-Blasts, and emails sent directly to customers from DMV staff.

- What is the nature of comments received? Please describe.

Response: DC DMV receives feedback from customers who have questions about the agency’s operational status during the public health emergency, scheduling an appointment for an in-person transaction, obtaining a REAL ID driver license or identification card, how to register and title a vehicle, how to contest tickets, and other general services questions. Additionally, customers thank staff for providing them with a positive experience. They often post a tweet on Twitter and share their interactions publicly on social media. Customers also comment on experiences that did not meet their expectations

- How has the agency changed its practices as a result of such feedback?

Response: DC DMV makes changes to its website and internal customer service policies based on feedback from its customers. We add information to the website and/or rewrite information to make it easier for customers to understand the process and know what documents they need to successfully complete their transactions. During the public health emergency, we have prioritized messaging specific to the agency’s operational status, including communicating that most DMV facilities are operating on an “appointment only”

basis during Phase Two reopening, with the exception of the Inspection Station, which is operating on a first-come, first serve basis during Phase Two. We also include customer process issues in our employee training as reminder topics to ensure consistency in information. Additionally, we share customer feedback with other agencies that answer questions from the public pertaining to DC DMV.

15. Please complete the following chart about the residency of **new hires**:

Response: See table below

Number of Employees Hired in FY 2020 and FY 2021, to date		
<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	19	12
Term	1	1
Temporary	0	0
Contract	0	0

16. Please provide the agency's FY 2020 Performance Accountability Report.

Response: Please see attached DMV FY2020 Performance Accountability Report (Attachment E)

B. BUDGET AND FINANCE

17. Please provide a chart showing the agency's **approved budget and actual spending**, by division, for FY 2020 and FY 2021, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

Response: See tables below.

FY 2020 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$ 6,979,762	\$ 6,793,850	\$ 185,912	Vacancy lapse as all hiring stopped for months
Agency Financial Operations	679,245	681,776	(2,531)	Offset by Agency Management vacancy lapse
Adjudication	15,897,480	14,121,047	1,776,434	Lower ticketing processing contract costs
Vehicle Services	10,299,316	7,488,452	2,810,864	Lower secure credential issuance, occupancy and security costs

FY 2020 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Driver Services	9,243,983	9,451,419	(207,436)	Offset by Vehicle Services cost reductions
Technology Services	4,499,124	4,067,044	432,080	Less hardware/software purchases and lower IT assessment costs
Total	\$ 47,598,910	\$ 42,603,587	\$ 4,995,323	

FY 2021 Budget vs. Actuals				
Thru December End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$ 7,690,257	\$ 4,418,138	\$ 3,272,119	Expenditures on target
Agency Financial Operations	749,294	179,759	569,535	Expenditures on target
Adjudication	16,076,065	3,570,403	12,505,662	Expenditures on target
Vehicle Services	9,826,212	3,210,771	6,615,441	Expenditures on target
Driver Services	9,387,575	2,962,205	6,425,370	Expenditures on target
Technology Services	4,640,029	3,018,052	1,621,977	Expenditures on target
Total	\$ 48,369,433	\$ 17,359,328	\$ 31,010,105	

18. Please list any **reprogrammings**, in, out, or within, related to FY 2020 or FY 2021 funds. For each reprogramming, please list:

- The reprogramming number;
- The total amount of the reprogramming and the funding source (i.e., local, federal, SPR);
- The sending or receiving agency name, if applicable;
- The original purposes for which the funds were dedicated;
- The reprogrammed use of funds.

Response: No reprogrammings in FY20 or FY21.

FY 2020 Reprogrammings					
In, Out, Within	Original Purpose of Funds	Type of funds	SOAR Document Number	Reprograming Purpose of Funds	Amount
	NONE				

FY 2021 Reprogrammings					
In, Out, Within	Original Purpose of Funds	Type of funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
	NONE				

19. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2020 and FY 2021, to date, including:

- Buyer agency and Seller agency;
- The program and activity codes and names in the sending and receiving agencies' budgets;
- Funding source (i.e. local, federal, SPR);
- Description of MOU services;
- Total MOU amount, including any modifications;
- The date funds were transferred to the receiving agency.

Response: See tables below.

Department of Motor Vehicles						
FY 2020 Intra-Districts						
(Year End)						
DMV as the Seller						
Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
DISB	NHTSA2	Insurance Verification	\$495,000.00	\$495,000.00	\$0.00	\$0.00
OAH	TKTOAH	OAH Ticket Processing	\$18,040.00	\$8,704.30	\$9,335.70	\$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	\$70,000.00	\$70,000.00	\$0.00	\$0.00
OSSE	OSSINS	OSSE Vehicle Inspections	\$50,400.00	\$42,175.00	\$8,225.00	\$0.00
		Grand Total	\$633,440.00	\$615,879.30	\$17,560.70	\$0.00
DMV as the Buyer						
Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	6000	Electricity	\$169,224.00	\$169,224.00	\$0.00	\$0.00
OCTO	0100	City Wide IT Assessment	\$0.00	\$0.00	\$0.00	\$0.00
	6258		\$2,392,236.64	\$2,392,236.64	\$0.00	\$0.00
			\$2,392,236.64	\$2,392,236.64	\$0.00	\$0.00
OFRM	6258	Natural Gas	\$44,688.00	\$43,303.22	\$1,384.78	\$0.00
OFRM	0100	Phone	\$0.00	\$0.00	\$0.00	\$0.00
	6000		\$348,984.86	\$348,984.86		\$0.00
	6258		\$17,995.59	\$17,995.59	\$0.00	\$0.00
			\$366,980.45	\$366,980.45	\$0.00	\$0.00
OCP	0100	Purchase Card	\$167,458.51	\$167,458.51	\$0.00	\$0.00
OCP	6000		\$0.00	\$0.00	\$0.00	\$0.00
OCP	6258		\$0.00	\$0.00	\$0.00	\$0.00
			\$167,458.51	\$167,458.51	\$0.00	\$0.00
OFT		Armored Car Services	\$40,040.40	\$14,127.14	\$25,913.26	\$0.00
OFT		Cashier Services	\$203,375.00	\$203,375.00	\$0.00	\$0.00
DDOE	6000	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$399,408.00	\$301,352.47	\$98,055.53	\$0.00
DDOE	6100		\$0.00	\$0.00	\$0.00	\$0.00
			\$399,408.00	\$301,352.47	\$98,055.53	\$0.00
DGS	0100	Security	\$0.00	\$0.00	\$0.00	\$0.00
DGS	6258		\$1,608,353.00	\$1,608,353.00	\$0.00	\$0.00
			\$1,608,353.00	\$1,608,353.00	\$0.00	\$0.00
DPW	0100	Fleet	\$31,685.66	\$31,685.66	\$0.00	\$0.00
DCHR	0100	Suitability & Compliance Services	\$6,961.00	\$3,109.49	\$3,851.51	\$0.00
DPW	0100	Shared Services	\$302,755.00	\$302,755.00	\$0.00	\$0.00
	6258		\$100,000.00	\$100,000.00	\$0.00	\$0.00
			\$402,755.00	\$402,755.00	\$0.00	\$0.00
OFRM	0600	Steam	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	6258	Water	\$35,924.00	\$35,924.00	\$0.00	\$0.00
OCTO	0100	Inspection Station Network	\$111,859.61	\$111,859.61	\$0.00	\$0.00
OTS	0100	Public Records Management	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	6258	Sustainable Energy	\$3,681.47	\$0.00	\$3,681.47	\$0.00
OCTO	0100	Voter Registration	\$0.00	\$0.00	\$0.00	\$0.00
DGS	0100	Occupancy	\$845,148.00	\$757,999.18	\$87,148.82	\$0.00
	0100	Language Access/Interpreter	\$2,196.75	\$0.00	\$2,196.75	\$0.00
		Grand Total	\$7,134,730.49	\$6,912,498.37	\$222,232.12	\$0.00

Department of Motor Vehicles						
FY 2021 Intra-Districts						
(November)						
DMV as the Seller						
Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
DISB	NHTSA2	Insurance Verification	\$495,000.00	\$0.00	\$0.00	\$495,000.00
OAH	TKTOAH	OAH Ticket Processing	\$0.00	\$0.00	\$0.00	\$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	\$70,000.00	\$0.00	\$0.00	\$70,000.00
DDOT	TKTDOT	DDOT Ticket Processing	\$54,480.00	\$0.00	\$0.00	\$54,480.00
OSSE	OSSINS	OSSE Vehicle Inspections	\$0.00	\$0.00	\$0.00	\$0.00
Grand Total			\$619,480.00	\$0.00	\$0.00	\$619,480.00
DMV as the Buyer						
Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	6000	Electricity	\$194,350.00	\$0.00	\$0.00	\$194,350.00
	6258		\$48,354.57	\$0.00	\$0.00	\$48,354.57
			\$242,704.57	\$0.00	\$0.00	\$242,704.57
OCTO	0100	City Wide IT Assessment	\$2,443,780.72	\$0.00	\$0.00	\$2,443,780.72
	6258		\$29,829.00	\$0.00	\$0.00	\$29,829.00
			\$2,473,609.72	\$0.00	\$0.00	\$2,473,609.72
OFRM	6258	Natural Gas	\$32,740.28	\$0.00	\$0.00	\$32,740.28
OFRM	0100	Phone	\$0.00	\$0.00	\$0.00	\$0.00
	6000		\$37,000.00	\$0.00	\$0.00	\$37,000.00
	6258		\$0.00	\$0.00	\$0.00	\$0.00
			\$37,000.00	\$0.00	\$0.00	\$37,000.00
OCP	0100	Purchase Card	\$161,941.63	\$0.00	\$0.00	\$161,941.63
OCP	6000		\$51,548.99	\$0.00	\$0.00	\$51,548.99
OCP	6258		\$20,000.00	\$0.00	\$0.00	\$20,000.00
			\$233,490.62	\$0.00	\$0.00	\$233,490.62
OFT		Armored Car Services	\$0.00	\$0.00	\$0.00	\$0.00
OFT		Cashier Services	\$0.00	\$0.00	\$0.00	\$0.00
DDOE	6000	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$399,408.00	\$0.00	\$0.00	\$399,408.00
DDOE	6100		\$0.00	\$0.00	\$0.00	\$0.00
			\$399,408.00	\$0.00	\$0.00	\$399,408.00
DGS	0100	Security	\$0.00	\$0.00	\$0.00	\$0.00
DGS	6258		\$1,638,669.20	\$0.00	\$0.00	\$1,638,669.20
			\$1,638,669.20	\$0.00	\$0.00	\$1,638,669.20
DPW	6258	Fleet	\$0.00	\$0.00	\$0.00	\$0.00
DCHR	0100	Suitability & Compliance Services	\$0.00	\$0.00	\$0.00	\$0.00
DPW	0600	Shared Services	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	0600	Steam	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	6258	Water	\$48,584.55	\$0.00	\$0.00	\$48,584.55
OCTO	0100	Microsoft Office 365	\$0.00	\$0.00	\$0.00	\$0.00
OTS	0100	Public Records Management	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	6258	Sustainable Energy	\$18,409.43	\$0.00	\$0.00	\$18,409.43
OCTO	0100	Voter Registration	\$0.00	\$0.00	\$0.00	\$0.00
DGS	6258	Occupancy	\$1,002,318.22	\$0.00	\$0.00	\$1,002,318.22
Grand Total			\$6,126,934.59	\$0.00	\$0.00	\$6,078,580.02

20. Please provide a list of all **MOUs** in place during FY 2020 and FY 2021, to date, that are not listed in response to the question above.

Response: All MOUs reflected in response to question #19.

21. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2020 and FY 2021, to date. For each account, please list the following:

- The revenue source name and code;
- The source of funding;
- A description of the program that generates the funds;
- The amount of funds generated by each source or program in FY 2020 and FY 2021, to date;
- Expenditures of funds, including the purpose of each expenditure, for FY 2020 and FY 2021, to date.

Response: See tables below.

FY 2020

Code	Title	Description	Collects.	Expend.
6000	International Registration Plan	Funds the International Registration Plan (IRP). IRP allows apportioned vehicle owners/operators to comply with laws of all jurisdictions in which they operate. Excess IRP funds can be used to offset other DMV costs.	\$2,166,269	\$2,073,443
6100	Out-of-State Vehicle Registration	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	\$12,269	\$ 12,169
6258	Motor Vehicle Inspection Fund	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	\$4,719,557	\$4,154,167

FY 2021 – As of December 31, 2020

Code	Title	Description	Collects	Expend.
6000	International Registration Plan	Funds the International Registration Plan (IRP). IRP allows apportioned vehicle owners/operators to comply with laws of all jurisdictions in which they operate. Excess IRP funds can be used to offset other DMV costs.	\$739,480	\$1,758,698
6100	Out-of-State Vehicle Registration	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	\$7,300	\$0
6258	Motor Vehicle Inspection Fund	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	\$830,955	\$4,284,836

22. Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:

- A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes);
- The amount of capital funds available for each project;
- A status report on each project, including a timeframe for completion;
- Planned remaining spending on the project.

Response: See table below.

23. Please provide a complete accounting of all **federal grants** received for

KVO-DEPARTMENT OF MOTOR VEHICLES													
Capital Projects Activity													
(As of November 2021)													
*** To be updated by DMV Program Staff ***													
Appr Year	Project No	Project Title	Project Description	Imp Agency	Approp Fund	Agy Fund	LTD Budget	FY 2021 Total Allotment	FY 2020 Commitments	FY 2021 Commitments	LTD Available Budget	FY 2021 Available Allotment	Project Status
1999	MVS16C	DESTINY REPLACEMENT PROJECT	The District of Columbia, Department of Motor Vehicles (DMV) has a requirement for a modernized, state-of-the-art licensing and registration system. DMV seeks to acquire contract services for the development, customization, and systems integration through the issuance of a Request for Proposal (RFP) for new application software for the web-based motor vehicle's system	KVO	0300	0300	15,150,000	11,450,000	1,395,659	4,000,000	9,754,341	6,054,341	
2016	TPS01C	TICKET PROCESSING SYSTEM	The DMV proposes to replace the existing contractor hosted ticket processing system with a new state of the art technology solution	KVO	0300	0300	5,500,000	5,500,000	158,255	0	5,341,745	5,341,745	
							20,650,000	16,950,000	1,553,914	4,000,000	15,096,086	11,396,086	

FY 2020 and FY 2021, to date, including the amount, the purpose for which the funds were granted, whether those purposes were achieved and, for FY 2020, the amount of any unspent funds that did not carry over.

Response: See table below.

DEPARTMENT OF MOTOR VEHICLES										
Federal Grants										
Award Date	CFDA#	Federal Agreement Number	Grant No	Grant Ph	Grant No Title	Performance Period	Total Amount of Agreement	FY 2020 Budget	Commitments	Available Budget Balance to Roll Over to FY 2021
9/23/2019	20.232	FM-CDL-0349-19-01-00	CDL019	19	FY 2019 CDL PROGRAM IMPROVEMENT PROJECT	09/23/2019 - 09/23/2023	329,500.00	329,500.00	0.00	329,500.00
							329,500.00		0.00	329,500.00
								**FY 2021 Budget is not in SOAR -Waiting on FY 2021 budget approval		
								FY 2021 Budget	Commitments	Available Budget Balance
								0.00	0.00	0.00
								0.00	0.00	0.00

Grant Description/Purpose:

Grant funding will be used to acquire hardware upgrades and enhance the District's CDL Knowledge and Skills Testing systems (eCDL) to improve system reliability, processing accuracy, data accuracy, and timeliness and bring the testing system into compliance with AAMVA CDL 2005 Test Model (2017 version).

24. Please list each contract, procurement, lease, and grant (“**contract**”) awarded, entered into, extended and option years exercised, by your agency during FY 2020 and FY 2021, to date. For each contract, please provide the following information, where applicable:
- The name of the contracting party;
 - The nature of the contract, including the end product or service;
 - The dollar amount of the contract, including budgeted amount and actually spent;
 - The term of the contract;
 - Whether the contract was competitively bid or not;
 - The name of the agency’s contract monitor and the results of any monitoring activity;
 - Funding source;
 - Whether the contract is available to the public online.

Response: See attached table (Attachment D).

25. Please provide the details of any **surplus** in the agency’s budget for FY 2020, including:
- Total amount of the surplus;
 - All projects and/or initiatives that contributed to the surplus.

Response: See table below

FY20 Surplus	\$ 4,995,323
- Special purpose funds budget authority in excess of collections	(3,056,916)
- Net ticket processing contract underspending	(1,938,407)
Unexplained FY20 Surplus	\$ 0

C. LAWS, AUDITS, AND STUDIES

26. Please identify any **legislative requirements** that the agency lacks sufficient resources to properly implement.

Response: None.

27. Please identify any statutory or regulatory **impediments** to your agency’s operations or mission.

Response: None.

28. Please list all **regulations** for which the agency is responsible for oversight or implementation. Where available, please list by chapter and subject heading, including the date of the most recent revision.

Response: DCMR Title 18, Vehicles and Traffic, as indicated in table below. The information does not include any amendments that DDOT may have promulgated.

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER LICENSES	08/14/20
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	01/04/2019
4	MOTOR VEHICLE TITLE AND REGISTRATION	9/27/2019
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	08/11/2017
7	MOTOR VEHICLE EQUIPMENT	01/04/2019
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	2/2/2007
10	PROCEDURES FOR ADMINISTRATIVE HEARINGS	11/30/2018
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	COMMERCIAL DRIVER LICENSES AND COMMERCIAL LEARNER PERMITS	10/16/2015
22	MOVING VIOLATIONS (In conjunction with DDOT)	08/11/2017
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	10/18/2013
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	12/04/20
99	DEFINITIONS	01/04/2019

29. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2020 that significantly affect agency operations or resources.

Response: None.

30. Please provide a list of all studies, research papers, and analyses (“**studies**”) the agency requested, prepared, or contracted for during FY 2020. Please state the status and purpose of each study.

Response: See table below.

DC DMV Studies, Research Papers and Analyses			
Fiscal Year	Agency	Description	Status
FY20	DMV Vehicle Services	Complete a feasibility study of adding an electronic title option in the District	A Request for Information (RFI) was distributed to vendors, 4 vendors responded to the RFI providing detail information about their services, programming and operational costs. The agency reviewed all responses and it was determined that electronic titling is feasible.
FY21	DMV Adjudication Services	Business process re-engineering that identified, detailed and prioritized current and future state processes to provide immediate and longer-term tactical process improvements within the Department of Motor Vehicles’ Ticket Management.	Project was completed, resulting in developed processes for future solicitation use in the form of a Request for Information (RFI) to define the future state of the Department of Motor Vehicles’ Ticket Management Process.

31. Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2020 and FY 2021, to date.

Response: See table below.

DC DMV Investigations, Studies, Audits & Reports DC DMV Investigations, Studies, Audits & Reports

FY20	Social Security Administration	Regularly scheduled audit regarding security measures to protect social security numbers.	Awaiting findings
FY20	U.S. Department of Transportation Office of the Inspector General	Audit of Federal Motor Carrier Administration's oversight of DC DMV's commercial driver license program	Completed.

32. Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, please explain why.

Response: N/A

33. Please list any **reporting** requirements required by Council legislation and whether the agency has met these requirements.

Response: See below information.

1) DC Official Code § 50-1002: Annual report regarding traffic violation convictions for previous year received by the District and sent by the District from other jurisdictions as well as the number of suspensions and revocations is due every June 30th.

Response: DMV has met the requirement.

(2) DC Official Code § 50-2301.08: Annual report on parking and traffic enforcement for previous year including information concerning hearing examiners, the number of infractions issued; the number of answers filed for moving, parking, standing, stopping and pedestrian violations; the number of NOIs for which sanctions were imposed; number of NOIs issued to lessors; the number of appeals filed with TABB; the number of appeals filed with Superior Court; the number of appeals filed with District Court

of Appeals; the number of vehicles towed and booted; the total revenues generated; and the number of requests for reconsideration.

Response: DMV has met the requirement.

(3) DC Official Code § 50-2301.11: Study of parking infraction adjudication and whether adjudication should be transferred. The agency discussions previously referenced in last year's performance oversight questions were stalled based on the Office of Administrative Hearings' (OAH) inability to maintain the ticket processing contract current staffing levels. Recent agency discussions recommend OAH requests two personnel resources during the next budget formulation in preparation of the DMV transfer of adjudication services.

Response: Due to Covid-19 restrictions, this requirement has not been met.

(4) DC Official Code § 50-2302.01 (Miscellaneous Notes): The Mayor shall report and make recommendations as to whether District should implement remediation and deferred disposition program.

Response: Due to Covid-19 restrictions, this requirement has not been met.

(5) DC Official Code § 50–1951.03: Publication of moving infraction data. Shall only apply on inclusion of fiscal effect in an approved budget and financial plan.

Response: DMV has met this requirement.

(6) FY17 BSA of 2016 (A21-488): On or before March 30, 2018, DMV shall submit a written report to the Council evaluating the Inspection Station self-service kiosk pilot program's operations.

Response: Report is going through the approval process for release.

34. Please list all pending **lawsuits** that name the agency as a party, and provide the case name, court where claim was filed, case docket number, and a brief description of the case.

Response:

Claudia Allen, Case No. 2020-CA-003374:

Plaintiff claimed that DMV's failure to follow US Postal Service guidelines in designing pre-addressed envelopes included with notices of infraction caused her mailed payment to be returned and the fine to be doubled.

35. Please list all **settlements** entered into by the agency or by the District on behalf of the agency in FY 2020 or FY 2021, to date, including any covered by D.C. Code § 2-402(a)(3), and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Response: See list below.

FY20:

- An employee filed a discrimination claim based on sex. The matter was resolved through OHR mediation by granting the employee two weeks of administrative leave and agreeing to create a Standard Operating Procedure pertaining to nursing mothers.

FY 21:

- DMV reached an agreement with the Office of Human Rights regarding two claims of violation of the D.C. Language Access Act of 2004. The settlement provided for additional employee training.

36. Please list any **administrative complaints or grievances** that the agency received in FY 2020 and FY 2021, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY 2020 or FY 2021, to date, describe the resolution.

Response: See list below.

UNION GRIEVANCES

- A grievance was filed by AFGE Local 1975 on behalf of hearing examiners pertaining to the process of how they are assigned hearings. The parties are awaiting a date for Impact & Effect bargaining.
- A grievance was filed by an employee pertaining to discipline. Mediation was unsuccessful. Awaiting arbitration date.

OFFICE OF HUMAN RIGHTS (OHR)

As it relates to the Language Access Act, DMV continues to provide employee training in new hire orientation and once a month during Wednesday training sessions. A complaint was received concerning whether DMV was required to provide the knowledge test in Indonesian. DMV provides the written knowledge test in 15 languages, which far exceeds the minimum threshold as required by the Language Access Act of 2004. Indonesian does not fall within the languages required to be translated.

- A granddaughter of a customer complained about lack of service in Spanish to her grandfather (The granddaughter was not present during any interaction with her grandfather). The customer communicated in English. The issue was he did not understand why certain documents were rejected vs. not understanding because of a language barrier. The day after the initial rejection he brought in new documents and received his credential.

D. PROGRAM-SPECIFIC QUESTIONS

37. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2019, FY 2020, and FY 2021 (as of January 1, 2021 or later). Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

Response: See table below.

FY20/21 DMV Adjudication Caseload Statistics			
	FY 2019	FY 2020	FY 2021
			(thru 12/31/20)
<i>Parking Citations</i>			
Number of Citations Processed	1,467,876	837,899	59,690
Number of Requests for Adjudication Filed	166,855	245,926	11,269
Number of Cases Pending as of October 1	18,119	81	N/A
Number of Final Orders Issued ****	236,694	133,310	5,342
Number of Final Orders that Dismissed	83,291	48,242	1,694

Number of Final Orders that Affirmed	141,737	82,387	3,547
<i>Moving Citations</i>			
Number of Citations Processed	91,194	53,929	9,237
Number of Requests for Adjudication Filed	33,972	56,183	7,189
Number of Cases Pending as of October 1	7,534	38	N/A
Number of Final Orders Issued ****	18,527	25,884	1,592
Number of Final Orders that Dismissed	7,905	13,943	866
Number of Final Orders that Affirmed	10,283	11,629	684
<i>Photo Citations</i>			
Number of Citations Processed	1,310,740	1,306,689	340,683
Number of Requests for Adjudication Filed	98,133	274,874	52,151
Number of Cases Pending as of October 1	53,998	591	N/A
Number of Final Orders Issued ****	56,142	163,879	26,245
Number of Final Orders that Dismissed	11,877	36,580	4,724
Number of Final Orders that Affirmed	43,639	124,210	20,704
<i>Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters)</i> <i>*Limited Occupational License, No Action & FTA figures not listed</i>			
Number of Requests for Adjudication Filed	929	600	249
Number of Cases Pending as of October 1	N/A	N/A	N/A
Number of Final Orders Issued	929	600	249
Number of Final Orders that Dismissed (Approved for Reinstatement)	474	373	100
Number of Final Orders that Affirmed (Revoked/Suspended by Examiner)	68	28	75
<i>General</i>			
Mean Length of Time Required to Close a Case (Filing to Final Order)	114 days	140 days	35 days
Number of Hearing Examiners	21	21	21
Mean Caseload per Hearing Examiner	10,375	15,384	1,579
<i>Traffic Adjudication Appeals Board</i>			
Number of Cases Pending as of October 1	59	49	88
Number of Final Orders Appealed - (Dispo 80)	771	1,312	222
Number of Decisions Issued - (Dispos after Dispos 80)	704	957	185
Mean Length of Time Required to Close a Case	60 days	60 days	60 days
Number of Board Meetings	Biweekly	Biweekly	Biweekly
<i>*Collections</i>			

Number of Citations Processed	2,869,810	2,198,517	409,610
Value of Citations Processed	\$375,916,124	\$261,825,852	\$46,414,297
Parkers	\$122,275,886	\$62,416,679	\$3,902,205
Movers	\$16,524,221	\$8,819,932	\$1,150,522
Photo	\$237,116,017	\$190,589,241	\$41,361,570
Number of Citations Paid	1,978,558	1,673,552	216,519
Number of Citations Paid to DMV pre-collections	1,758,855	1,284,216	169,084
Value of Citations Paid to DMV pre-collections	\$172,490,068	\$132,177,918	\$18,607,835
Number of Citations Paid to Outside Collectors	219,703	389,336	47,435
Value of Citations Paid to Outside Collectors	\$34,872,934	\$34,249,073	\$3,187,773
Number of Citations Paid through the Ticket Amnesty Program	N/A	N/A	N/A
Value of Citations Paid through the Ticket Amnesty Program	N/A	N/A	N/A
Number of Unpaid Citations	971,913	811,792	231,244
Number of Unpaid Citations Owed by District Residents	208,897	165,454	51,028
Number of Unpaid Citations Owed by Maryland Residents	389,146	329,327	96,082
Number of Unpaid Citations Owed by Virginia Residents	246,723	218,601	54,781
Number of Unpaid Citations Owed by Residents of Other Jurisdictions	127,147	98,410	29,353
Value of Unpaid Citations	\$177,387,958	\$118,379,255	\$26,872,524
Value of Unpaid Citations Owed by District Residents	\$34,364,288	\$22,409,102	\$5,661,809
Value of Unpaid Citations Owed by Maryland Residents	\$74,298,443	\$49,409,264	\$11,209,390
Value of Unpaid Citations Owed by Virginia Residents	\$44,745,936	\$32,035,005	\$6,513,352
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$23,979,291	\$14,525,884	\$3,487,973
*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database			
**** Includes continued cases			

38. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2019, FY 2020, and FY 2021, to date (*i.e.* ticket submitted late for processing, etc.).

Response: See table below.

Dismissal Reason	FY19	FY20	FY21 (thru 12/31/20)
Ticket dismissed based on 15-year discharge policy	368,286	348,841	93,372

Dismissal Reason	FY19	FY20	FY21 (thru 12/31/20)
(dispo 137)			
Dismissed on merits- legal defense to ticket provided (dispo 24)	31,218	30,242	1,190
Ticket submitted late for processing (dispo 106)	9,513	5,954	2,304

39. Please provide the five most common legal defenses leading to dismissal on the merits of a parking, moving, or automated traffic enforcement ticket in FY 2019, FY 2020, and FY 2021, to date.

Response: See table below.

Dismissal Reason	FY19	FY20	FY 21 (thru 12/31/20)
Park Mobile Receipt	14,822	5,975	4
Poor Image *	3,436	11,721	2,020
Multiple Vehicles*	2,781	6,445	447
Officer Absent	3,573	1,827	144
ROSA Exemption	3,576	1,582	1

*Relates to photo enforcement tickets

40. Please answer the following questions as to parking tickets.

- What percentage of parking tickets are not responded to before day 30? By day 60? Please provide data on FY 2019, FY 2020, and FY 2021 to date.

Response: See table below.

	No response by day 31	No response by Day 61
FY19	47%	16%
FY20	43.24%	14%
FY21 (thru 12/31/2020)	35.44%	7.22%

- How many parking tickets are currently outstanding? What is the total dollar amount of those tickets? Please provide a percentage

breakdown of the jurisdictions that these outstanding tickets to vehicles are registered.

Response: See table below.

	FY19	FY20	FY 21 (thru 12/31/20)
Total Parking Tickets Outstanding	373,168	248,267	31,878
Total Dollar Amount	\$51,296,228	\$26,986,330	\$2,366,335

41. Please provide an update on the implementation of the Real ID Act of 2005, especially given that its implementation has been delayed a year.

Response: As of May 1, 2014, the DC DMV's credentials complies with the federal REAL ID laws and security standards, to improve the reliability and accuracy of driver licenses and identification cards. Per the U.S. Department of Homeland Security's Transportation Safety Administration (TSA), effective October 1, 2020, every air traveler 18 years of age and older will be required to have a REAL ID compliant driver license, identification card, or another acceptable form of identification to fly within the United States. For more information, visit <https://www.tsa.gov/real-id>.

To ensure all District residents have an opportunity to become REAL ID compliant, DC DMV established (October 21, 2019) special hours that were available by appointment only for DC residents whose driver license or identification card **expired on or after October 1, 2020**; everyone else has the opportunity to become compliant during their normal renewal cycle before the deadline. DC DMV took a phased approach during FY2020 to complete the early renewal process and notified all eligible credential holders by mail and email of the early renewal option. DC DMV used envelopes with red lettering on the front stating, "REAL ID Early Renewal Notification" when communicating with via mail. The letters and emails sent out contained important information with specific instructions on how to schedule appointments for the early renewal process. The notifications also provided links to the agency's website so that individuals would know exactly what documents to bring to their appointment to show proof of identity, proof of Social Security number, and proof of DC residency. Since residents that are eligible for the early renewal process still have additional time remaining on their current credential, their fees are being prorated when they complete their renewal.

Due to the COVID-19 public health emergency, the Department of Homeland Security (DHS) extended the compliance deadline from October 1, 2020.

The deadline for DC DMV to ensure all residents possess a REAL ID compliant credential (denoted by a black star in the upper right-hand corner) is October 1, 2021.

As of January 1, 2021, ninety-two percent (92%) of all DC credentials are REAL ID compliant. Every DC resident will have an opportunity to apply for a REAL ID credential before October 1, 2021.

42. What is the average length of time for tickets issued via automated handheld devices to be uploaded into the DMV's ticket processing system?

Response: 24 hours

- What percentage of parking tickets issued by District agencies are via a handwritten ticket?

Response: Please see table below.

	FY19	FY20	FY 21 (thru 12/31/20)
Percentage of handwritten parking tickets	3.68%	7%	16%

43. When a handwritten ticket is issued, often by WMATA or federal law enforcement agencies, what is the average length of time for such information to be uploaded into the DMV's ticket processing system?

Response: Please see table below.

	FY19	FY20	FY 21 (thru 12/31/20)
Average length of time tickets uploaded	10.48 days	40.98 days	18.92 days
Average length of time tickets uploaded and dismissed due to late NOI	30.25 days	52.06 days	32.68 days

44. Please provide the following information about each panel of the Traffic Adjudication Appeals Board (TAAB):

- The name, panel number, and whether the member is an OAG employee, DMV employee, or citizen member.

Response: Please see table below.

Panel #	DMV Employee Member	Citizen Member	Attorney Member (OAG)
Board 1	Emeka Chinagorom	Nadine Robinson	Wyndell Banks

- Any current vacancies on a panel (and when the Department anticipates filling such vacancies)

Response: Citizen member Nadine Robinson retired as of December 31, 2020. Recruitment is underway.

45. Please provide the number of adjudications processed in FY 2019, FY 2020, and FY 2021 to date, broken down by category (in-person, online, and mail).

Response: See table below.

Source	FY19	FY20	FY 21 (thru 12/31/20)
In-person	63,745	27,874	5
Mail	106,797	42,814	4,653
Online	140,821	250,122	28,001

46. What percentage of DMV in-person transactions in FY 2020 required use of the language line for translation services?

Response: The percent of DMV in-person transactions that required the use of the Language Line in FY 2020 was 0.7%. The percent for FY 2021 as of 12/31/2020 was 1%.

- Were there instances in FY 2020 or FY 2021 to date where the language line for translation services was unavailable when needed or unable to provide translation services for a particular language?

Response: DC DMV made 3,127 calls in FY 2020, and 916 calls as of 12/31/2020 in FY 2021 to the Language Line. Each call represents a customer that needed translation services. There were some delays in getting translators for languages like Taishanese

and Fuzhou, but we did not have any instance where we were unable to provide translation services.

47. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2019, FY 2020, and FY 2021, to date.

Response: The average length of time required to close a case from filing to final order was 114 days in FY19, 140 days in FY20, and 35 days in FY21 as of 12/31/20.

48. Please provide the number of requests for reconsideration upon a finding of liability in FY 2019, FY 2020, and FY 2021 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

Response: See table below.

Reconsiderations	FY19	FY20	FY 21 (thru 12/31/20)
Received	12,024	14,604	3,278
Upheld	8,867	12,324	2,969
Dismissed	3,157	2,280	309

Numbers include cases received in FY20 and decided in FY21

49. Please provide the average time from an appeal of a hearing examiner's order to final disposition by a panel of the Traffic Adjudication Appeals Board in FY 2019, FY 2020, and FY 2021, to date.

Response: The average time from appeal of a hearing examiner's decision to issuance of a final order by an Appeals Board was 60 days in FY19, 60 days in FY20 and 60 days in FY21 as of 12/31/2020

- Please describe the agency's efforts to reduce this timeframe.

Response: DMV's performance goal is to respond to appeals within 90 days of receipt. DMV has exceeded this goal by maintaining a response time of no more than 60 days for the past two years. While we are very pleased to be exceeding our performance goal, DMV always endeavors to provide the best customer service. As such, we will continue to evaluate whether there are any ways to improve processes to become even more efficient.

50. How many vehicles were titled/registered in the District in FY 2019, FY 2020, and FY 2021, to date?

Response: See table below.

Vehicles Titled/Registered	
Fiscal Year	Vehicles Titled/Registered
FY19	74,013
FY20	52,464
FY21 (as of 12/31/20)	13,344

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2020.

Response: See table below.

Item Type	Total
ALPHA KAPPA ALPHA TAGS	4
ALPHA PHI ALPHA FRATERNITY TAGS	1
ANACOSTIA RIVER COMMEMORATIVE TAGS	308
AUTOCYCLE TAGS	5
BREAST CANCER AWARENESS TAGS	109
BUS TAGS	368
COMMERCIAL TAGS	372
DC GOVT MOTORCYCLE TAGS	1
DC GOVT TAGS	440
DC LODGE TAGS	10
D.C. WOMEN VETERANS SPECIALTY TAGS	8
DEALER TAGS	326
DELTA SIGMA THETA TAGS	2
DISABILITY TAGS	210
DISABLED AMERICAN VETERAN TAGS	21
DISABLED VETERAN TAGS	8
DONATE A LIFE TAGS	8
FIRE FIGHTER TAGS	7
HISTORICAL TAGS	113
HOWARD UNIVERSITY TAGS	2
KAPPA ALPHA PSI FRATERNITY TAGS	2
LIMOUSINE TAGS	14
LOW TAGS	34

MASONIC FOUNDATION OF WASHINGTON DC TAGS	1
MASONS TAGS	3
MOTORCYCLE TAGS	597
MOTORCYCLE TEMPORARY TAGS	8
MOTOR DRIVEN CYCLE TAGS	236
OFFICE OF VETERANS AFFAIRS TAGS	53
PERSONALIZED TAGS	411
RENTAL TAGS	830
STANDARD TAGS	43939
TAXI TAGS	95
TEMPORARY TAGS	2526
TRAILER TAGS	130
UNIVERSITY OF MISSISSIPPI TAGS	2
WASHINGTON NATIONALS TAGS	192
WWW TAGS	102

- Please provide the total number of hybrid, electric, and alternative fuel vehicles that are currently registered in the District, and the number that were newly registered in FY 2019, FY 2020, and FY 2021, to date. Of these, please indicate how many belong to the District government.

Response: See tables below.

Vehicles Newly Registered						
Fuel Type	FY19	FY19 DC Gov't	FY20	FY20 DC Gov't	FY21 (as of 12/31/20)	FY21 (as of 12/31/20) DC Gov't
Electric	1131	7	870	0	205	0
Flex	3236	304	2413	160	589	25
Hybrid	2942	32	2753	49	873	4

Vehicles Currently Registered		
Fuel Type	FY20	FY21 (as of 12/21/20) DC Gov't
Electric	2,661	2,705
Flex	16,216	15,117
Hybrid	15,353	14,832

51. Please provide the number of active “H” tags and “L” tags in FY 2019, FY 2020, and FY 2021, to date.

Response: See table below.

Tag Type	FY19	FY20	FY21(as of 12/31/2020)
H Tags Active	4485	3860	2861
L Tags Active	172	146	107

52. Please provide the number of “H” tags and “L” tags issued (excluding renewals) in FY 2019, FY 2020, and FY 2021, to date.

Response: See table below.

Tag Type	FY19	FY20	FY21 (as of 12/31/2020)
H Tags Issued	283	95	6
L Tags Issued	18	14	3

53. Please provide the average wait time at each service center and the inspection station. Also, for each, please indicate the day of the week and time of the day that experiences the longest and shortest wait time and how long/how short those wait times are, on average.

Response: In general, lunch hours between 11am-1pm should be avoided by customers at all service centers and the Inspection Station on all days. Also, the end of the month and days before and after holidays are more crowded. The table below provides additional information for FY20 and FY21:

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Inspection Station	13 minutes	24 minutes	4 minutes
		Tues at 12pm	Sat at 11am
Georgetown Service Center	35 minutes	40 minutes	22 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Benning Ridge Service Center	23 minutes	28 minutes	15 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
Rhode Island Service Center	23 minutes	28 minutes	15 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Southwest Service Center	40 minutes	50 minutes	34 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am

Due to the COVID-19 Public Health Emergency, DC DMV eliminated in-person services in March 2020, and resumed in-person services by “appointment only” on June 23, 2020.

The table below represents location wait times for the period of June 23, 2020 through December 31, 2020. Due to the appointment only status for in-person services, the average wait time remains consistent during normal hours of operation for each day of the week.

FY20 - 21 (6/23/20 thru 12/31/20)

Location	Avg Wait Time
Inspection Station	
Georgetown Service Center	1 minute
Benning Ridge Service Center	3 minutes
Rhode Island Service Center	4 minutes
Southwest Service Center	3 minutes

54. Please provide the number of limited purpose credentials issued (by month) since issuing of such credentials began, broken down by whether the credential is a limited purpose identification card or limited purpose driver's license.

Response: See table below.

Limited Purpose		
	Driver Licenses	Identification Cards
FY2014		
May	110	94
June	147	209
July	189	240
August	237	269
September	357	259
FY14 Total	1,040	1,071
FY2015		
October	341	271
November	389	321
December	422	273
January	388	255

Limited Purpose		
	Driver Licenses	Identification Cards
February	362	184
March	397	216
April	411	164
May	264	156
June	249	172
July	276	242
August	288	230
September	411	206
FY15 Total	4,198	2,460
FY2016		
October	452	207
November	298	177
December	353	220
January	330	162
February	392	163
March	444	181
April	549	252
May	522	245
June	518	272
July	389	136
August	902	453
September	676	398
FY16 Total	5,825	2,866
FY2017		
October	614	301
November	518	244
December	664	265
January	538	238
February	580	234
March	641	243
April	489	224
May	466	184
June	543	248
July	490	236
August	609	297
September	615	272
FY17 Total	6,752	2,986

Limited Purpose		
	Driver Licenses	Identification Cards
FY2018		
October	631	242
November	648	227
December	511	216
January	499	183
February	448	170
March	526	247
April	422	229
May	470	195
June	504	238
July	393	156
August	485	254
September	410	232
FY18 Total	5,947	2,589
FY2019		
October	557	271
November	444	158
December	445	215
January	465	198
February	416	189
March	567	265
April	446	200
May	434	194
June	438	177
July	397	135
August	452	150
September	359	139
FY19 Total	5,420	2,291
FY2020		
October	557	271
November	444	158
December	445	215
January	602	150
February	535	155
March	233	48
April	0	0
May	0	0
June	27	9

Limited Purpose		
	Driver Licenses	Identification Cards
July	293	15
August	299	24
September	292	24
FY20 Total	3,727	1,069
FY2021		
October	165	43
November	161	45
December	137	28
FY21 Total	463	116
Total to Date (thru Dec 31, 2020)	33,372	15,448

55. Please provide the current status of the following capital programs: (1) KV0-MVS16- Destiny Replacement Project; and (2) KV0-TPS01- Ticket Processing System. Please also provide the timeline for expected completion date of these programs.

- Last year the DMV responded that the RFI for the Ticket Processing System would hit the street in June 2020. When did it hit the street? What is its current status?
- The past two years the DMV has responded that the Program Manager position had not been filled. Has it been filled now?
- What is the status of the RFP for the Ticket Processing System?
- What new strategies did DMV implement in FY 2020 to expedite completion of these projects?

Response:

(1) Destiny Replacement Project: Due to delays in the project, OCA moved \$4M of the original \$6M for School Small Caps reprogramming. Working with OCTO, DMV has re-scoped the project and asked for additional funds to complete the project. The entire project will be developed in-house by OCTO. The project re-scope will focus on making the current licensing/registration system web-based so DMV personnel can make changes to the data-base without the need to wait for the programmers to make the change. DMV signed the MOU with OCTO on 11/4/19. In FY20, DMV transferred the first round of funding to OCTO, and additional funds will be transferred to them in FY21. With the current scope, we anticipate the modernization effort will be completed by 2025. The effort will include such components as integration, testing, and a multi-phased roll-out.

(2) KV0-TPS01 – Ticket Processing System – Working with OCTO and based on their recommendation, DMV put a Business Process Re-engineering (BPR) solicitation on the street. BPR work was completed in August of 2020. OCP put a RFI in the street based on the BPR. The RFI was issued in October 2020. In November, the responses were reviewed by DMV, OCP, and OCTO team. Based on the responses, DMV has initiated a procurement of a Technical Writer position for 90 days. This candidate will take a look at our RFI results, SOW and then create a comprehensive RFP that will be submitted to OCP to be put on the street. We anticipate that OCP will put the RFP on the street in July 2021.

- Last year the DMV responded that the RFI for the Ticket Processing System would hit the street in June 2020. When did it hit the street? What is its current status?

Response: See previous response.

- The past two years the DMV has responded that the Program Manager position had not been filled. Has it been filled now?
- Response:** DMV has not had any success in filling this position thru OCTO's pipeline system. We are continuing to work with OCTO to fill this position.

- What is the status of the RFP for the Ticket Processing System?
- Response:** See previous response.

- What new strategies did DMV implement in FY 2020 to expedite completion of these projects?
- Response:** For Destiny modernization project, OCTO has started implementing the required software and hardware architecture for the new system. They have also started to work on developing web pages for required DMV transactions such as Drivers license, vehicle registrations.

For Ticket Processing, BPR was completed, RFI was completed and we are now working on procurement of a Technical Writer who can complete the SOW and provide a RFP to OCP.

56. What is the status of expanding the self-service exhaust emissions testing pilot program? Last year, the DMV completed installation of the first location.

Response: When funding is identified, DMV plans to install a new self-service exhaust emissions testing location east of the river.

- Some residents have complained that the existing self-service station has the wrong address on its website and is therefore hard to find. Has DMV been made aware of this previously? If yes, what is DMV doing to correct this?

Response: DMV has been made aware that the OBD Kiosk is hard to find. Once DMV was made aware, DMV updated the website to include specific instructions and install way-finding signage.

- Some residents have complained that the self-service station is only for renewing emissions testing, not for first time testing of vehicles. Is this correct? Has DMV made this clear on its website?

Response: The self-service inspection kiosk is only for renewing emissions testing, not for first time testing of vehicles. This is clear on DMV's website and in FY20, DMV installed signage at the kiosk site so that residents were informed that the inspection kiosk was only for renewing emissions testing.

57. The FY 2020 Budget Support Act ("BSA") raised the cost of residential parking permits in the District to \$50 for a resident's first car, \$75 for a second, \$100 for a third, and \$150 each for a fourth car and beyond. This new law went into effect on October 1, 2019 and last year DMV stated that implementation would occur by September 2020.

- Why has DMV not implemented this new rate scheme?

Response: Funding for this initiative was not available until the start of FY20. As such, the major programming needed to implement the required changes could not start until the funding was available. Additionally, the initiative was delayed a bit more due to the public health emergency.

- When will DMV begin charging the new rates to those applying for a residential parking permit?

Response: Monday, March 1, 2021

- What effect will this delay have on anticipated revenue from the RPP program for FY 2021?

Response: The OCFO is the best agency to answer this question as they were aware of the implementation timeline based on the availability of funding.

58. Due to COVID-19, the DMV has been requiring appointments for all its service centers for all transactions.

- What is the furthest in the future one can currently book an appointment?

Response: March 31, 2021

59. The Committee is concerned that the DMV may be overwhelmed when it reopens for walk-in appointments.

- Does DMV have a plan for when service centers re-open for walk-in appointments? If yes, how will DMV handle the influx of customers?

Response: DMV continues to monitor the potential customer volumes it may be face with once the public health emergency is over. The plan is to encourage the public not to wait to complete their DMV business by completing eligible business online, through the mail, and via the DCDMV App. The agency will also fill all vacant frontline positions to ensure we fully staffed to meet the demand. Finally, the DMV will continue to work closely with the Administration to utilize any other legal tools to offer extensions or other relief while the agency work through the potential volume.

60. Has DMV developed a way for individuals to mail in documents for first time title and registration, provisional license conversions, and motorcycle endorsements?

- If yes, how does one participate in that?

Response: Online transactions have been developed for Vehicle Private Sale, Provisional License Conversion to Full License, and Motorcycle "M" Endorsement. The online transactions will allow the customer to upload the required documents, pay any applicable fees, and submit the request to DC DMV for approval. Implementation is scheduled for February 1, 2021.

61. At the Committee's October 2020 hearing on the DMV's appointment backlog, the Director stated that he was working to create a way to take the driver knowledge test online.

- Has this online test been developed and made available?

Response: Yes, the solution has been developed, however it is still undergoing legal review.

- If not, what is the implementation timeline for this initiative

Response: Once the legal review has been completed, implementation is estimated at 30 days.

E. PUBLIC HEALTH EMERGENCY DUE TO COVID-19

62. Please give an overview of any initiatives DMV started in response to the Public Health Emergency due to COVID-19.

Response: We increased the cleaning of all of our facilities to a minimum of three times a day. Additionally, DC DMV frontline staff clean all public areas after each customer is services to provide a clean and sanitized environment for customers and employees. All customers are required to wear a facial covering to enter a DC DMV location and only the person receiving the service is allowed inside; however, we do make exception for residents who need assistance. All employees are required to wear a facial covering, and each person has been provided with hand sanitizer, sanitizing wipes, and disinfectant spray to clean their areas daily as needed. There is signage inside and outside of the buildings with information about wearing masks, washing your hands properly, and maintaining six feet of social distancing. We have markers on the floor to ensure that customers maintain the proper social distancing and by moving to an operational posture of appointments only, there are a limited number of people in the buildings. DC DMV locations have been outfitted with plexiglass, directional signs, sanitizing stations, etc. in order to keep employees and customers safe. We also established a reopening team that has met throughout the public health emergency. The team includes representatives from all departments in the DMV and addressed concerns on how to safely operate during the PHE.

63. Which of DMV's divisions are currently working remotely?
- What percentage of DMV's total employees currently work remotely?

Response:

For 269.5 FTE the overall percentage for the agency is 17.89%.

For the current vacancy rate of 241 filled positions the overall percentage is 20.32%.

- Please provide a copy of the agency's Continuing Operations Plan and any remote working protocol.

Response: DC DMV followed the Return to Work plan created by DCHR for continuing operations and working remotely.

64. Which programs and services faced reductions in FY 2020 and FY 2021 to date, due to the PHE?

Response: DMV did not receive any permanent budgetary cuts or reductions, due to the PHE.

What agency programs and services have been impacted by revenue loss during the PHE?

Response: See response for question #17.

65. How did the agency ensure that all staff have access to appropriate equipment and internet connection, so as to work from home?

Response:

DMV IT provided laptops to those employees who required it. Employees were required to provide their own internet connection. However, when needed, DMV provided internet “Hot Spots”, in order to enable employees to work from home.

What happens if a worker did not have the right tech or a stable connection?

Response: Where needed, the agency provided Internet Hot Spot connections to employees to ensure off-site operability.

66. Please list any reductions in FTEs stemming from the PHE, noting the division or program.

Response: There were no reductions in FTEs stemming from the PHE.

67. How much federal stimulus relief was directed to the agency, and for what purposes was it used?

Response: DMV received no direct federal stimulus relief (on a funding perspective). However, from the District’s federal stimulus relief, DMV received approximately \$145,822.26 in goods and equipment, used for business continuity of operations, and COVID-19 mitigation.

Is the agency anticipating any funding from the most recent stimulus bill, and how will that be factored into the upcoming budget submission or supplemental?

Response: DMV is not anticipating any funding.

68. Was the agency a recipient of any other federal grants stemming related to the public health emergency?

Response: No.

69. Please provide a list of agency grant recipients that were asked to reduce services, including by how much (\$ or %).

Response: N/A

70. How did DMV update its methods of communications and public engagement to connect with customers during the PHE?

Response: DC DMV implemented multiple communications tactics to connect with our customers and share important information during the public health emergency. Specifically, the agency used our social media channels to communicate key operational updates to the public during Phase 0, Phase 1, and Phase 2 re-openings. DC DMV posted daily updates on Facebook and Twitter communicating important messages specific to the extension of all DC DMV documents throughout the health emergency as well as transitioning to an “appointment only” model at most of the agency’s facilities. Additionally, the agency utilized GovDelivery on a regular basis during the health emergency to communicate important operational updates to approximately 400,000 subscribers. DC DMV also sent targeted communications via GovDelivery on a frequent basis to notify customers of appointment changes based on operational changes driven by the health emergency. DC DMV also engaged directly to all ANC Commissioners and made agency leadership available to provide agency updates to constituents via virtual meetings throughout the health emergency.

71. For any reductions to services, programs, or staffing, please provide the agency's plans to mitigate those in future FYs.

Response: All reductions in services, programs, or staffing was related to COVID-19. As the city recovers from the Public Health Emergency, these reductions will no longer have a significant impact on agency operations.

2021 Performance Oversight Pre-Hearing Questions

DMV's Responses

1. How does the agency assess whether programs and services are equitably accessible to all District residents?
 - a. What were the results of any such assessments in FY 2020?
 - b. What changes did the agency make in FY 2020 and FY 2021, to date, or does the agency plan to make in FY 2021 and beyond, to address identified inequities in access to programs and services?
 - c. Does the agency have the resources needed to undertake these assessments? What would be needed for the agency to more effectively identify and address inequities in access to agency programs and services?

DMV constantly strives to ensure we are providing the best service possible to all District residents. We also encourage any DMV customers to provide feedback on ways our programs and services can be made more equitable.

2. Does the agency have a racial or social equity statement or policy? Please share that document or policy statement with the Committee. **Yes. All DMV vacancy announcements have the following EEO statement:**

Equal Opportunity Employer

In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived race, color, religion, national origin, sex, age, marital status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

Additionally, DMV has posted labor law posters in all of its locations as required by mandatory federal and state laws. The agency also has an employee handbook, whistleblower protections, and other policies available on its Intranet.

- a. How was the policy formulated? **The Federal Government has established policies/laws regarding EEO, as has the District of Columbia Government.**
- b. How is the policy used to inform agency decision-making? **In any employee relations matters, DC DMV follows the Federal and District**

Government laws, regulations, and policies. For example, when DMV conducts interviews, one of the agency's Human Resources Specialists participates to ensure that no potentially discriminatory questions are asked by panel members or by the interviewees who may not be aware of employment discrimination laws or traits.

- c. Does the agency have a division or dedicated staff that administer and enforce this policy? **Yes.**
 - d. Does the agency assess its compliance with this policy? **Remaining in compliance with Federal and District of Columbia Government racial and social equity policies is an inherent function of how DMV operates.** If so, how, and what were the results of the most recent assessment? **DMV is in compliance with Federal and District Government racial and social equity policies.**
3. Does the agency have an internal equal employment opportunity statement or policy? **Yes.** Please share that document or policy statement with the Committee. **See attachment.**
- a. How was the policy formulated? **Based on District law and policy.**
 - b. How is the statement or policy used to inform agency decision-making?

The Administrative issuance is on the DMV website. Additionally, general EEOC information is posted in employee areas of DMV locations. Also, the DMV HR personnel make regular visits to DMV locations to discuss EEO and other pertinent issues with employees.

- c. Does the agency have a division or dedicated staff that administer and enforce this policy?

DMV has an EEO Counselor and Officer readily available to all employees.

- d. Does the agency assess its compliance with this policy? If so, how, and what were the results of the most recent assessment?

DMV is required to file reports with the D.C. Office of Human Rights. DMV takes its role in ensuring compliance with EEO laws and regulations seriously, and has an open door policy relative to the EEO Counselor and Officer accessibility.

Please see the response to Question 35 and 36 (OFFICE OF HUMAN RIGHTS) of the 2021 Performance Oversight Questions concerning complaints and resolutions of matters during FY20 and FY21.